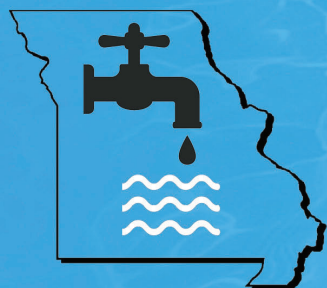


Missouri Department of Natural Resources OPERATOR CERTIFICATION SECTION



WATER & WASTEWATER DIGEST

Spring 2021

Department Lifts COVID-19 Operator Certification Rule Suspensions

Rule Suspension Ended Feb. 1, 2021

The Missouri Department of Natural Resources has **withdrawn the rule suspensions for** 10 CSR 60-14.020(8)(C), 10 CSR 20-9.030(4)(B) and 10 CSR 20-14.020(4)(B) effective **Feb. 1, 2021**. The department suspended these rules pursuant to Executive Order 20-04, which was extended through Executive Orders 20-10, 20-12 and 20-19, to provide regulatory relief to drinking water, wastewater and CAFO operators by waiving the training-hours requirements for certification renewal.

With the end of the rule suspensions, all operators submitting certification renewals after Feb. 1, 2021, must demonstrate they meet all applicable training requirements. This includes operators whose certificates expired prior to Feb. 1, 2021 but submitted renewal information after Feb. 1, 2021. Operators with certificates expiring after Feb. 1, 2021 are not eligible for regulatory relief under the rule suspension and must meet the training requirements of the rule if they want their certificate renewed.

The department encourages certified operators to visit the department's [Public Drinking Water Branch - Operator Certification webpage](#) for a list of upcoming training classes, including live virtual courses. Some in-person training is available, but the department recommends operators not rely solely on attending in-person training as the only way to satisfy training needs. As we have seen, local COVID-19 conditions can change quickly and training providers may decide to cancel trainings and conferences. Additional information about distance learning opportunities can be found in the document [Online, Computer Based & Correspondence Training for Operator Certification Renewal Hours](#). The department encourages individuals to complete training early in the three-year operator certificate cycle.

If you have questions, contact the Missouri Department of Natural Resources' Operator Certification Section at 573-751-1600.

Inside This Issue

**Department Lifts
COVID-19 Operator
Certification Rule
Suspensions**

**Additional Training
Opportunities**

**Operator Certification
Renewal Process Changes**

**Introducing the New
eDMR System**

**AWIA Risk Assessment
Approaching Deadline**

**Where Can I Check My
Training Hours?**

**The Operator Log-In
Webpage Has Changed!**

Looking for Training?

Additional Training Opportunities

In addition to virtual training opportunities available from the department and our partners, certified operators can also complete training through California State University-Sacramento. Visit the department's operator certification webpage for details. These classes allow operators to learn at their own pace over a six month period and without internet and computer equipment. Many of the classes are voucher eligible and are an inexpensive option. Once a course is completed, the University will send a certificate of course completion to the attendee. To receive credit towards your operator certification renewal, send the certificate of completion to the department's Operator Certification Section at opc@dnr.mo.gov.

Certified operators can also attend live webinars from national, non-profit, industry organizations like AWWA, ASDWA, RCAP, WEF and EPA. Training hours vary depending on the topic presented and must be a minimum of one hour long, but most water and wastewater topics are awarded operator certification renewal hours. To receive training credit, the training organization must provide proof of completion, which is usually a certificate of attendance emailed to the attendee after the event. The training organization often requests certification information during the registration process so they can send the attendee a certificate of completion. Submit certificates of completion to the department's Operator Certification Section at opc@dnr.mo.gov.

Operator Certification Renewal Process Changes

The Missouri Department of Natural Resources' Operator Certification Section processes and mails more than 2,000 certificate renewals each year for drinking water treatment, distribution, and wastewater treatment and concentrated animal feeding operators (CAFOs).

Effective February 2021, the department is updating the certification renewal process to encourage timely renewal and prevent the need to recertify through an exam process. The renewal period will open one month earlier, with the department mailing green renewal postcards three months in advance of expiration dates. Once the certificate expires, there will continue to be a two-month regulatory grace period after the expiration

date to renew. This provides individuals with a five-month timeframe to renew, compared to the previous four-month window. The extra month gives additional "warning" time to operators who are short on training hours.

The department is replacing its yellow, courtesy late-reminder postcard with an invoice-style notice mailed in a standard windowed envelope. Instead of mailing these late-reminder notices out on the certificate's expiration date, the department will mail the notice one month prior to the certificate expiration date. The individual will receive two notices before late fees begin to apply in the two months following the expiration date. If the individual renews the certificate prior to the expiration date, the fee is \$45. If the individual renews the certificate during the month following the expiration date, the renewal fee is \$55 and becomes \$65 for the second month following expiration.

The department has begun using an auto-dialer, or robo caller, to make phone calls to operators whose certificates have expired and are in the final month of their grace period to renew at the \$65 renewal fee. The auto-dialer will make calls to the home number and cellphone number on file.



The department urges certified operators to update their contact information at the [Operator Certification Database](#). The department sends renewal information to the address on record. It is important to update contact information to receive renewal notices. Operators who do not renew within the regulatory timeframes have to re-examine to become certified. Failure of the department to notify the certified operator of the certification's pending expiration does not relieve the certified operator of the responsibility for renewing the certificate. Please make sure to update your contact information with us so we can do our best to notify you.

Introducing the New eDMR System

The Missouri Department of Natural Resources developed a new electronic system for reporting Discharge Monitoring Reports, or eDMRs. This new system replaces the existing third party E2 eDMR system. The department implemented the new system on Nov. 9, 2020.

Your eDMR account will not automatically transfer to the new system. Everyone, **including existing users**, must create an account in the new system before your **next DMR due date**. This article provides information on how to access the new system and create an account as well as important guidance for navigating the system.

How to Access the New eDMR System

Users must register an account through the Missouri Gateway for Environmental Management (MoGEM). Users with existing MoGEM accounts will need to add eDMR as an eService to their account. The department has created a document called [How to add eDMR eService to an existing MoGEM Account](#), complete with detailed instructions and screen views for users with existing MoGEM accounts.

If you do not already have a MoGEM account, follow the steps below to register. Each step includes important website links and applicable user guides. The user guides detail each step with screenshots and indicator arrows to guide users through the process. The department recommends opening the user guides and following along with each step.

Step 1: Register for a MoGEM Account

Visit the [MoGEM webpage](#).

[Registering for a New MoGEM User Account User Guide](#)

[MoGEM Frequently Asked Questions](#)

Tips for Step 1:

- Select “eDMR Electronic Discharge Monitoring Report” as the program service or eService.
- Select your MoGEM role based on the need for an eSignature. Later in the registration process, you will select your role for a specific facility. Roles with an eSignature include the Organization Official and Certifier. These roles require identity verification. Roles without an eSignature include Preparer and Viewer.
- What is an Organization? An organization listed in MoGEM can be a company, facility, consultant/engineer firm, etc. It is not necessarily the same as the facility, but facilities can be included as organizations. The MoGEM system already lists most municipalities as organizations, but other nonmunicipal facilities will likely have to add their organization to the system.

Step 2: Associate to a Facility

Log into [MoGEM](#).

Use the following two guidance documents to help walk you through the process to associate to a facility and to process user requests. The guidance documents have detailed instructions with screen views to help you navigate.

[How to Associate to a Facility User Guide](#)

[How to Approve or Deny a Pending User Request as an Organization Official User Guide](#)

Tips for Step 2:

- The first user to associate to a facility will need to be an Organization Official who will have the ability to eSign documents and approve others to eSign documents. This person must certify they are an authorized person or a duly authorized representative of the facility during association.
- Organization Officials must approve Certifiers and Preparers before they are associated.
- Roles have the same capacities as the E2 system except with the addition of the Organization Official.

Step 3: Submit eDMRs

[How to preview DMRs and Ensure Accuracy User Guide](#)

[How to Submit a Discharge Monitoring Report User Guide](#)

Tips for Step 3:

- Visit the [eDMR Information site](#) to find User Guides for the new eDMR system.
- Familiarize yourself with the new system by reviewing these guides and learning how you will register/ manage an account, associate to your facility and submit DMRs.

Contact the Department for Assistance

[Regional Office Contacts](#)

eDMR Hotline Phone: 573-526-2082 or toll free at 855-789-3889

eDMR Hotline Email: edmr@dnr.mo.gov

[eDMR Information Webpage](#)

[MoGEM Webpage](#)

Thank you for your patience throughout the development process. For further assistance, please contact us using any of the methods listed above.

AWIA Risk Assessment Approaching Deadline

Attention: June 30, 2021 is the certification deadline for America's Water Infrastructure Act (AWIA) Risk Assessments for public water systems serving 3,301 to 49,999 people. America's Water Infrastructure Act (AWIA) Section 2013 requires community drinking water systems serving more than 3,300 people to develop or update risk assessments and emergency response plans (ERPs). The law specifies the components public water systems must address in the risk assessments and ERPs, and establishes deadlines to certify completion of the risk assessments and ERPs to the U.S. Environmental Protection Agency (EPA). For more information, refer to the [two-page fact sheet from EPA](#).

Where Can I Check My Training Hours?

Certified operators can access training reports by visiting the department's [Operator Certification Database webpage](#). To log in, the password is the last four digits of your social security number. You can check training hours, renew certificates online, view and update contact information for public drinking water systems, including the chief operator, sample collector and administrative contact.

For more information, contact the department's Operator Certification Section at 800-361-4827 or 573-751-1600.



The Operator Log-In Webpage Has Changed!

If you have the Operator Certification Information System bookmarked, you will need to update it to the address of apps5.mo.gov/operator/index.do.

A temporary redirect is in effect, but you are encouraged to update your bookmark.

Looking for Training?

Go to apps5.mo.gov/calendar/public/courseList.do for a full list of upcoming training. We recommend using Internet Explorer as your browser to open the list of courses.



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